

KloudGin Optimizes Field Service and Inventory Management for Commercial Service Solutions

Enhanced process efficiencies through optimized mobile content, a standardized timecard system and simplified management of complex service contracts

Challenge

Commercial Service Solutions (CSS) and its affiliate janitorial division, Image Property Services, provide commercial cleaning services to organizations across the country. With over 30 years of experience providing exceptional floor care and installation services, CSS teams offer solutions for all types of commercial environments, from corporate offices to healthcare facilities.

Prior to working with KloudGin, CSS owner Tom Carlson was unhappy with his old solution, which was rigid, expensive and required lots of customizations that had to be maintained. CSS's 400+ multi-state mobile workforce is not very tech-savvy, but the field workers needed a solution to help them complete jobs in corporate environments without using paper forms.

CSS required a robust inventory management solution that could track cleaning products on trucks and in warehouses. In addition, the organization needed a better way to track crews in the field, manage time cards and enable an immediate response to critical customer service needs. Ultimately, CSS needed an end-to-end enterprise resource planning (ERP) solution with integrations out of the box for quote-to-order, service-to-cash, procure-to-pay and field service management to support its growth on a national scale.

ABOUT COMMERCIAL SERVICE SOLUTIONS

Commercial Service Solutions was established to provide exceptional floor care to the commercial real estate professional. Our team has more than 30 years of experience in the floor care and installation services industry, serving our customers with both national and international experience.



Tom Carlson, Owner
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*Before working with KloudGin, we had difficulties communicating with workers in the field, because we really only had a scheduling system. With KloudGin, we have scheduling, time cards, GPS tracking and employee communications in a **single solution.***

TOM CARLSON
CSS OWNER

Solution



CSS started looking for a cloud-based ERP solution in 2016. The company was experiencing a period of growth, but it was being limited by an old solution, which was difficult to configure and maintain. The company needed new technology that it could deploy and implement with little effort.



That's where KloudGin comes in. CSS deployed the KloudGin Intelligent Field Service Management System. It immediately gained access to customizable work order management, automation of scheduling and dispatches, enhanced routing options, real-time inventory visibility and modern time clocking capabilities.



Importantly, CSS could integrate its Sage Intacct and Kronos tools directly into KloudGin. This meant the company could transition to its new ERP seamlessly. There was no need to risk re-keying data or manually importing data from other systems. The out-of-the-box integrations allowed CSS to take advantage of the newfound efficiencies immediately.

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*Our floor care service business has been able to **completely eliminate paper** from its time manage and work order processes.*

TOM CARLSON | CSS OWNER

The Results

With KloudGin, CSS was able to optimize content for smaller mobile screens, something that was essential for the organization's less tech-savvy employees. These crews can now take their mobile devices into the field and feel comfortable completing the necessary documentation.

In addition, KloudGin provided a standard timecard system that helped CSS maintain all of the details for each crew. Team members can now log their hours from the field, eliminating the need to bring paperwork back to the dispatch office.



These benefits have made Tom's business more efficient. "KloudGin gives me a real-time connection to my people in the field. That's been really helpful. I'm able to see exactly what work was done for each customer at each location. Most time systems don't have that level of detail."

Importantly, CSS crews can now add local purchases and complex transactions directly within KloudGin, which helps the organization to maintain just the right inventory to meet its business service level agreements. KloudGin's service contract functionality covers the entire lifecycle of a service contract, so crew members no longer have to worry about switching between multiple systems and apps.

With KloudGin, CSS can provide excellent customer service while managing costs effectively.

If Tom ever has a problem, he knows he has someone he can turn to for help. "I have a dedicated person I work with, and his team works to handle whatever issues we have. KloudGin's customer support is fantastic."



KloudGin

ABOUT KLOUDGIN

KloudGin is the only combined one-cloud Field and Asset management industry-focussed cloud solution that automates work management processes, enables customer self-service, and increases mobile worker productivity.

Serving companies with complex, asset management and field service requirements, KloudGin connects customers, employees and assets with AI-powered access to information on any device.

For more information visit
www.kloudgin.com.



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